



## ADULT COMMUNITY CORRECTIONS DIVISION STANDARD OPERATING PROCEDURES

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| Procedure No.: ACCD 4.5.1600                                  | Subject: <b>OFFENDER NON-EMERGENCY HEALTH REQUESTS</b> |                 |
| Reference: DOC 4.5.16; 53-1-203, MCA                          |  | Page 1 of 2     |
| Effective Date: 08/28/14                                      |  | Revision Dates: |
| Signature / Title: /s/ Kelly Speer, Acting ACCD Administrator |  |                 |

### I. DIVISION DIRECTIVE:

The Adult Community Corrections Division facility health care units will follow established procedures in providing a system for offenders to use when requesting non-emergency health care.

### II. DEFINITIONS:

ACCD-Adult Community Corrections Division Facility – Division facilities include the Missoula Assessment and Sanction Center (MASC); Treasure State Correctional Training Center (TSCTC); and the contracted facilities of Prerelease Centers (PRC), Sanction Treatment Assessment Revocation & Transition (START), Warm Springs Addiction Treatment and Change Program (WATCH), Connections Corrections Program (CCP), Passages Alcohol and Drug Treatment (Passages ADT), Passages Assessment Sanction & Revocation Center (Passages ASRC), NEXUS Correctional Treatment Center (NEXUS), and Elkhorn Treatment Center (Elkhorn).

CSD-Clinical Services Division – The Department's division that administers health care services for adult and youth offenders.

Emergency Care – Health care for an acute illness or an unexpected health need that cannot be deferred until the next scheduled sick call or clinic.

Health Care Request – A verbal or written request for medical, dental, or mental health services.

Health Care Staff – Includes licensed health care providers and non-licensed health care staff (e.g., medical records staff, health care aides) responsible for offender health care administration and treatment.

Prerelease Facility Contract Manager – The Department's employee who acts as the liaison for services and monitors the contractual agreements between the Department and prerelease centers: Alpha House PRC, Gallatin County Re-entry Program, Butte PRC, Great Falls Transition Center, Helena PRC, and Missoula PRC.

Treatment Facility Contract Manager – The Department's employee who acts as the liaison for services and monitors the contractual agreement between the Department and ACCD contract treatment facilities: START, CCP, Passages, Elkhorn, Nexus, and WATCH.

Triage – A process of sorting and classifying offender health requests to prioritize health care needs and determine place of service delivery.

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|---|------------------------------------|-------------|
| Procedure No.: 4.5.1600                         | Chapter: Facility/Program Services | Page 2 of 2 |
| Subject: OFFENDER NON-EMERGENCY HEALTH REQUESTS |                                    |             |

### III. PROCEDURES:

#### A. Treasure State Correctional Training Center (TSCTC)

TSCTC staff will follow the procedures established in *CTC Operational Procedure 4.5.16, Daily Handling of Trainee Non-Emergency Medical Requests*.

#### B. Other ACCD Facilities

##### 1. General Requirements

- a. Offenders will be informed of the procedures for requesting any health care attention during the facility's intake/orientation process.
- b. Non-health care staff may not determine whether an offender receives health care attention.
- c. When it appears an offender is in need of emergency care, the procedures of *ACCD 4.5.2000 Emergency Medical Services* will be followed.
- d. All facility health care units will ensure that a registered nurse (RN), or a licensed practical nurse with RN oversight, will document, evaluate, and triage each offender non-emergency health care request.
- e. The nurse will note the disposition on the non-emergency health care request (e.g., scheduled for next sick call; dental appointment made; referred to psychologist), and log the request and disposition.
- f. Offender sick call referrals will be handled in accordance with *ACCD 4.5.1700 Offender Sick Call*.
- g. Facilities must obtain pre-approval from CSD of all scheduled outside medical appointments and procedures. Costs for appointments that have not been pre-approved will be the responsibility of the facility.

##### 2. Daily Sick Call or Written Requests

- a. Each facility will provide a daily means for offenders to request non-emergency health care attention through sick call or written requests. Offender access may occur through:
  - i. A walk-in clinic;
  - ii. Dropping requests in a housing area locked box;
  - iii. Assistance in making telephone call to health care staff; or
  - iv. A sign-up sheet on which offenders place their names.
- b. All staff must protect the confidentiality of offender health information at all times.
- c. Health care staff will document each offender request and disposition in the offender's health record.

### IV. CLOSING:

Questions concerning this procedure should be directed to the CSD.